



# Training Announcement July—October 2007

State of Tennessee  
Department of Personnel  
505 Deaderick Street  
James K. Polk Building, 1st Floor  
Nashville, TN 37243  
Phone: 615.741.3673 Fax: 615.532.0728  
[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Nashville

### 3 T's of Communication

July 12, 2007  
Nashville  
Nomination Deadline: 6/25/07  
Cancellation Deadline: 7/6/07

4128-0087

Class Times: 8:30-12:30  
Participant Fee: \$115  
Selection Verification: 6/28/07

### Customer Service: In Government!

1037-0152

August 8, 2007  
Nashville  
Nomination Deadline: 7/22/07  
Cancellation Deadline: 8/2/07

Class Times: 8:30-4:00  
Participant Fee: \$143  
Selection Verification: 7/25/07

### 3 T's of Communication

August 3, 2007  
Nashville  
Nomination Deadline: 7/17/07  
Cancellation Deadline: 7/28/07

4128-0090

Class Times: 8:30-12:30  
Participant Fee: \$120  
Selection Verification: 7/20/07

### Customer Service: In Government!

1037-0155

October 17, 2007  
Nashville  
Nomination Deadline: 9/30/07  
Cancellation Deadline: 10/11/07

Class Times: 8:30-4:00  
Participant Fee: \$143  
Selection Verification: 10/3/07

### 3 T's of Communication

September 13, 2007  
Nashville  
Nomination Deadline: 8/27/07  
Cancellation Deadline: 9/7/07

4128-0093

Class Times: 8:30-12:30  
Participant Fee: \$120  
Selection Verification: 8/30/07

### Dealing With Difficult People

1023-0401

July 19, 2007  
Nashville  
Nomination Deadline: 7/2/07  
Cancellation Deadline: 7/13/07

Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 7/5/07

### Advanced Lifestyle Planning

August 6, 2007  
Nashville  
Nomination Deadline: 7/20/07  
Cancellation Deadline: 7/31/07

4116-0227

Class Times: 8:30-4:00  
Participant Fee: \$132  
Selection Verification: 7/23/07

### Dealing With Difficult People

1023-0407

August 14, 2007  
Nashville  
Nomination Deadline: 7/29/07  
Cancellation Deadline: 8/9/07

Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 8/1/07

### Advanced Lifestyle Planning

September 10, 2007  
Nashville  
Nomination Deadline: 8/24/07  
Cancellation Deadline: 9/4/07

4116-0231

Class Times: 8:30-4:00  
Participant Fee: \$132  
Selection Verification: 8/27/07

### Dealing With Difficult People

1023-0404

September 18, 2007  
Nashville  
Nomination Deadline: 9/1/07  
Cancellation Deadline: 9/12/07

Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 9/4/07

### Advanced Lifestyle Planning

October 22, 2007  
Nashville  
Nomination Deadline: 10/1/07  
Cancellation Deadline: 10/12/07

4116-0234

Class Times: 8:30-4:00  
Participant Fee: \$132  
Selection Verification: 10/4/07

### Dealing With Difficult People

1023-0405

October 30, 2007  
Nashville  
Nomination Deadline: 10/13/07  
Cancellation Deadline: 10/24/07

Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 10/16/07

### Choices

September 6, 2007  
Nashville  
Nomination Deadline: 8/20/07  
Cancellation Deadline: 8/31/07

2018-0376

Class Times: 8:30-4:00  
Participant Fee: \$125  
Selection Verification: 8/23/07

### Diversity: The Winning Balance

5001-0285

September 10, 2007  
Nashville  
Nomination Deadline: 8/24/07  
Cancellation Deadline: 9/4/07

Class Times: 8:30-4:00  
Participant Fee: \$125  
Selection Verification: 8/27/07

### Customer Service: In Government!

July 17, 2007  
Nashville  
Nomination Deadline: 6/30/07  
Cancellation Deadline: 7/11/07

1037-0130

Class Times: 8:30-4:00  
Participant Fee: \$140  
Selection Verification: 7/3/07

### Effective Training Techniques

4110-0142

July 23, 2007  
Nashville  
Nomination Deadline: 7/6/07  
Cancellation Deadline: 7/17/07

Class Times: 8:30-4:00  
Participant Fee: \$117  
Selection Verification: 7/9/07

**Effective Training Techniques**

4110-0145

September 7, 2007  
Nashville

Nomination Deadline: 8/21/07  
Cancellation Deadline: 9/1/07

Class Times: 8:30-4:00  
Participant Fee: \$117  
Selection Verification: 8/24/07

**English Review Part 1**

1003-0169

August 13-17, 2007  
Nashville

Nomination Deadline: 7/27/07  
Cancellation Deadline: 8/7/07

Class Times: 8:30-12:30 each day  
Participant Fee: \$407  
Selection Verification: 7/30/07

**English Review Part 1**

1003-0170

October 15-19, 2007  
Nashville

Nomination Deadline: 9/28/07  
Cancellation Deadline: 10/9/07

Class Times: 8:30-12:30 each day  
Participant Fee: \$407  
Selection Verification: 10/1/07

**English Review Part 2**

1015-0106

July 16-20, 2007  
Nashville

Nomination Deadline: 6/29/07  
Cancellation Deadline: 7/10/07

Class Times: 8:30-12:30 each day  
Participant Fee: \$360  
Selection Verification: 7/2/07

**English Review Part 2**

1015-0107

September 17-21, 2007  
Nashville

Nomination Deadline: 8/31/07  
Cancellation Deadline: 9/11/07

Class Times: 8:30-12:30 each day  
Participant Fee: \$402  
Selection Verification: 9/3/07

**Improving Personal Productivity**

5030-0077

August 17, 2007  
Nashville

Nomination Deadline: 7/31/07  
Cancellation Deadline: 8/11/07

Class Times: 8:30-12:30  
Participant Fee: \$54  
Selection Verification: 8/3/07

**Improving Personal Productivity**

5030-0078

October 26, 2007  
Nashville

Nomination Deadline: 10/9/07  
Cancellation Deadline: 10/20/07

Class Times: 8:30-12:30  
Participant Fee: \$54  
Selection Verification: 10/12/07

**Interviewing Techniques**

3027-0209

September 24-25, 2007  
Nashville

Nomination Deadline: 9/7/07  
Cancellation Deadline: 9/18/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$234  
Selection Verification: 9/10/07

**Investigations: Discrimination & Harassment Claims**

4137-0020

September 18-19, 2007  
Nashville

Nomination Deadline: 9/1/07  
Cancellation Deadline: 9/12/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$175  
Selection Verification: 9/4/07

**Making Effective Presentations**

4102-0157

August 6-7, 2007  
Nashville

Nomination Deadline: 7/20/07  
Cancellation Deadline: 7/31/07

Class Times: 8:30-12:30 & 8:30-4:00  
Participant Fee: \$194  
Selection Verification: 7/23/07

**Making Effective Presentations**

4102-0155

October 8-9, 2007  
Nashville

Nomination Deadline: 9/21/07  
Cancellation Deadline: 10/2/07

Class Times: 8:30-12:30 & 8:30-4:00  
Participant Fee: \$194  
Selection Verification: 9/24/07

**Managing Performance 2**

2039-0103

July 19-20, 2007  
Nashville

Nomination Deadline: 7/2/07  
Cancellation Deadline: 7/13/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$0

**Managing Performance 2**

2039-0104

July 30-31, 2007  
Nashville

Nomination Deadline: 7/13/07  
Cancellation Deadline: 7/24/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 7/16/07

**Managing Performance 2**

2039-0115

August 20-21, 2007  
Nashville

Nomination Deadline: 8/3/07  
Cancellation Deadline: 8/14/07

Class Times: 8:30-4:00 Each day  
Participant Fee: \$0  
Selection Verification: 8/6/07

**Managing Performance 2**

2039-0116

September 11-12, 2007  
Nashville

Nomination Deadline: 8/25/07  
Cancellation Deadline: 9/5/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 8/28/07

**Managing Performance 2**

2039-0118

September 26-27, 2007  
Nashville

Nomination Deadline: 9/9/07  
Cancellation Deadline: 9/20/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 9/12/07

**Managing Performance 2**

2039-0121

October 15-16, 2007  
Nashville

Nomination Deadline: 9/28/07  
Cancellation Deadline: 10/9/07

Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 10/1/07

**Number Skills<sup>2</sup>**

1040-0003

August 21-24, 2007  
Nashville

Nomination Deadline: 8/4/07  
Cancellation Deadline: 8/15/07

Class Times: 8:30-10:30 each day  
Participant Fee: \$229  
Selection Verification: 8/7/07

**Number Skills<sup>2</sup>**

1040-0004

October 23-26, 2007  
Nashville

Nomination Deadline: 10/6/07  
Cancellation Deadline: 10/17/07

Class Times: 8:30-10:30 each day  
Participant Fee: \$229  
Selection Verification: 10/9/07

**Organizational Policies and Practice**

2035-0867

July 11-12, 2007  
Nashville

Class Times: 8:30-4:00 & 8:30-11:30  
Participant Fee: \$0  
Selection Verification: 6/27/07

Nomination Deadline: 6/24/07

Cancellation Deadline: 7/5/07

**Organizational Policies and Practices**

3085-0001

August 16-17, 2007  
Nashville

Class Times: 8:30-4:00 & 8:30-11:30  
Participant Fee: \$0

Nomination Deadline: 7/30/07

Selection Verification: 8/2/07

Cancellation Deadline: 8/10/07

**Organizational Policies and Practices**

3085-0005

September 20-21, 2007  
Nashville

Class Times: 8:30-4:00 & 8:30-11:30  
Participant Fee: \$0

Nomination Deadline: 9/3/07

Selection Verification: 9/6/07

Cancellation Deadline: 9/14/07

**Organizational Policies and Practices**

3085-0007

October 25-26, 2007  
Nashville

Class Times: 8:30-4:00 & 8:30-11:30  
Participant Fee: \$0

Nomination Deadline: 10/8/07

Selection Verification: 10/11/07

Cancellation Deadline: 10/19/07

**Plain Language Writing**

4123-0101

July 24, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$134

Nomination Deadline: 7/7/07

Selection Verification: 7/10/07

Cancellation Deadline: 7/18/07

**Plain Language Writing**

4123-0102

September 28, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$140

Nomination Deadline: 9/11/07

Selection Verification: 9/14/07

Cancellation Deadline: 9/22/07

**Pre-Supervisory Leadership Development**

2045-0009

July 12-13, 2007  
Nashville

Class Times: 8:30-4:00 each day  
Participant Fee: \$225

Nomination Deadline: 6/25/07

Selection Verification: 6/28/07

Cancellation Deadline: 7/6/07

**Pre-Supervisory Leadership Development**

2045-0011

August 27-28, 2007  
Nashville

Class Times: 8:30-4:00 each day  
Participant Fee: \$241

Nomination Deadline: 8/10/07

Selection Verification: 8/13/07

Cancellation Deadline: 8/21/07

**Pre-Supervisory Leadership Development**

2045-0012

September 24-25, 2007  
Nashville

Class Times: 8:30-4:00 each day  
Participant Fee: \$241

Nomination Deadline: 9/7/07

Selection Verification: 9/10/07

Cancellation Deadline: 9/18/07

**Pre-Supervisory Leadership Development**

2045-0015

October 22-23, 2007  
Nashville

Class Times: 8:30-4:00 each day  
Participant Fee: \$241

Nomination Deadline: 10/5/07

Selection Verification: 10/8/07

Cancellation Deadline: 10/16/07

**Project Management**

4127-0056

September 26-27, 2007  
Nashville

Class Times: 8:30-4:00 each day  
Participant Fee: \$376

Nomination Deadline: 9/9/07

Selection Verification: 9/12/07

Cancellation Deadline: 9/20/07

**Proofamatics<sup>2</sup>**

1041-0002

July 24-27, 2007  
Nashville

Class Times: 8:30-11:00 each day  
Participant Fee: \$260

Nomination Deadline: 7/7/07

Selection Verification: 7/10/07

Cancellation Deadline: 7/18/07

**Proofamatics<sup>2</sup>**

1041-0003

August 28-31, 2007  
Nashville

Class Times: 8:30-10:30  
Participant Fee: \$260

Nomination Deadline: 8/10/07

Selection Verification: 8/13/07

Cancellation Deadline: 8/21/07

**Proofamatics<sup>2</sup>**

1041-0004

September 25-29, 2007  
Nashville

Class Times: 8:30-10:30 each day  
Participant Fee: \$260

Nomination Deadline: 9/8/07

Selection Verification: 9/11/07

Cancellation Deadline: 9/19/07

**Respectful Workplace: T-4-T**

4135-0023

September 11-14, 2007

Class Times: 8:30-4:00 Day 1-3  
& 8:30-12:30 day 4

Nashville

Participant Fee: \$620

Nomination Deadline: 8/25/07

Selection Verification: 8/28/07

Cancellation Deadline: 9/5/07

**Respectful Workplace: A Manager's Guide to****Preventing Workplace Harassment**

3077-0449

July 11, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$109

Nomination Deadline: 6/24/07

Selection Verification: 6/27/07

Cancellation Deadline: 7/5/07

**Respectful Workplace: A Manager's Guide to****Preventing Workplace Harassment**

3077-0450

July 24, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$109

Nomination Deadline: 7/7/07

Selection Verification: 7/10/07

Cancellation Deadline: 7/18/07

**Respectful Workplace: A Manager's Guide to****Preventing Workplace Harassment**

3077-0468

August 15, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$118

Nomination Deadline: 7/29/07

Selection Verification: 8/1/07

Cancellation Deadline: 8/9/07

**Respectful Workplace: A Manager's Guide to****Preventing Workplace Harassment**

3077-0470

August 29, 2007  
Nashville

Class Times: 8:30-4:00  
Participant Fee: \$118

Nomination Deadline: 8/12/07

Selection Verification: 8/15/07

Cancellation Deadline: 8/23/07

## **Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment**

September 13, 2007  
Nashville  
Nomination Deadline: 8/27/07  
Cancellation Deadline: 9/7/07

3077-0471  
Class Times: 8:30-4:00  
Participant Fee: \$118  
Selection Verification: 8/30/07

## **Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment**

October 8, 2007  
Nashville  
Nomination Deadline: 9/21/07  
Cancellation Deadline: 10/2/07

3077-0475  
Class Times: 8:30-4:00  
Participant Fee: \$118  
Selection Verification: 9/24/07

## **Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**

July 23, 2007  
Nashville  
Nomination Deadline: 7/6/07  
Cancellation Deadline: 7/17/07

5044-1153  
Class Times: 8:30-12:30  
Participant Fee: \$74  
Selection Verification: 7/9/07

## **Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**

July 31, 2007  
Nashville  
Nomination Deadline: 7/14/07  
Cancellation Deadline: 7/25/07

5044-1154  
Class Times: 8:30-12:30  
Participant Fee: \$74  
Selection Verification: 7/17/07

## **Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**

August 31, 2007  
Nashville  
Nomination Deadline: 8/14/07  
Cancellation Deadline: 8/25/07

5044-1196  
Class Times: 8:30-12:30  
Participant Fee: \$79  
Selection Verification: 8/17/07

## **Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**

September 18, 2007  
Nashville  
Nomination Deadline: 9/11/07  
Cancellation Deadline: 9/22/07

5044-1198  
Class Times: 8:30-12:30  
Participant Fee: \$79  
Selection Verification: 9/14/07

## **Respectful Workplace: A Staff Guide to Preventing Workplace Harassment**

October 31, 2007  
Nashville  
Nomination Deadline: 10/14/07  
Cancellation Deadline: 10/25/07

5044-1201  
Class Times: 8:30-12:30  
Participant Fee: \$79  
Selection Verification: 10/17/07

## **Taking Time for Making Time**

July 30, 2007  
Nashville  
Nomination Deadline: 7/13/07  
Cancellation Deadline: 7/24/07

4126-0106  
Class Times: 8:30-12:30  
Participant Fee: \$175  
Selection Verification: 7/16/07

## **Taking Time for Making Time**

September 11, 2007  
Nashville  
Nomination Deadline: 8/25/07  
Cancellation Deadline: 9/5/07

4126-0110  
Class Times: 8:30-12:30  
Participant Fee: \$179  
Selection Verification: 8/28/07

## **Taking Time for Making Time**

October 2, 2007  
Nashville  
Nomination Deadline: 9/15/07  
Cancellation Deadline: 9/26/07

4126-0111  
Class Times: 8:30-12:30  
Participant Fee: \$179  
Selection Verification: 9/18/07

### **.....How do I sign up?**

Please contact your agency's training coordinator for further information on attending these course offerings. If you are unsure who coordinates training for your agency, give us a call at 615.741.3673.

Any individual with disabilities wishing to participate in these course offerings should contact their agency training coordinator for registration and to discuss any auxiliary aids or services needed to facilitate such participation.

**For more information, you can also find us on the internet:**  
**[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)**



# Training Announcement July—October 2007

State of Tennessee  
Department of Personnel  
505 Deaderick Street  
James K. Polk Building, 1st Floor  
Nashville, TN 37243  
Phone: 615.741.3673 Fax: 615.532.0728  
[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Chattanooga

### 3 T's of Communication

July 2, 2007  
Chattanooga  
Nomination Deadline: 6/15/07  
Cancellation Deadline: 6/26/07

4128-0088  
Class Times: 8:30-12:30  
Participant Fee: \$115  
Selection Verification: 6/18/07

### Advanced Lifestyle Planning

August 24, 2007  
Chattanooga  
Nomination Deadline: 8/7/07  
Cancellation Deadline: 8/18/07

4116-0229  
Class Times: 8:30-4:00  
Participant Fee: \$132  
Selection Verification: 8/10/07

### Choices

October 17, 2007  
Chattanooga  
Nomination Deadline: 9/30/07  
Cancellation Deadline: 10/11/07

2018-0377  
Class Times: 8:30-4:00  
Participant Fee: \$125  
Selection Verification: 10/3/07

### Customer Service: In Government!

September 6, 2007  
Chattanooga  
Nomination Deadline: 8/20/07  
Cancellation Deadline: 8/31/07

1037-0153  
Class Times: 8:30-4:00  
Participant Fee: \$143  
Selection Verification: 8/23/07

### Dealing With Difficult People

October 10, 2007  
Chattanooga  
Nomination Deadline: 9/23/07  
Cancellation Deadline: 10/4/07

1023-0406  
Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 9/26/07

### Effective Training Techniques

August 3, 2007  
Chattanooga  
Nomination Deadline: 7/17/07  
Cancellation Deadline: 7/28/07

4110-0143  
Class Times: 8:30-4:00  
Participant Fee: \$117  
Selection Verification: 7/20/07

### Interviewing Techniques

October 4-5, 2007  
Chattanooga  
Nomination Deadline: 9/17/07  
Cancellation Deadline: 9/28/07

3027-0210  
Class Times: 8:30-4:00 each day  
Participant Fee: \$234  
Selection Verification: 9/20/07

### Managing Performance 2

July 16-17, 2007  
Chattanooga  
Nomination Deadline: 6/29/07  
Cancellation Deadline: 7/10/07

2039-0105  
Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 7/2/07

### Organizational Policies and Practices

Start Date: October 10-11, 2007  
Chattanooga  
Nomination Deadline: 9/24/07  
Cancellation Deadline: 10/5/07

3085-0008  
Class Times: 8:30-4:00  
& 8:30-11:30  
Participant Fee: \$0  
Selection Verification: 9/27/07

### Project Management

Start Date: August 1-2, 2007  
Chattanooga  
Nomination Deadline: 7/15/07  
Cancellation Deadline: 7/26/07

4127-0055  
Class Times: 8:30-4:00 each day  
Participant Fee: \$376  
Selection Verification: 7/18/07

### Respectful Workplace: A Manager's Guide to

Preventing Workplace Harassment

August 13, 2007  
Chattanooga  
Nomination Deadline: 7/27/07  
Cancellation Deadline: 8/7/07

3077-0467  
Class Times: 8:30-4:00  
Participant Fee: \$118  
Selection Verification: 7/30/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

July 30, 2007  
Chattanooga  
Nomination Deadline: 7/13/07  
Cancellation Deadline: 7/24/07

5044-1155  
Class Times: 8:30-12:30  
Participant Fee: \$74  
Selection Verification: 7/16/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

October 31, 2007  
Chattanooga  
Nomination Deadline: 10/14/07  
Cancellation Deadline: 10/25/07

5044-1202  
Class Times: 8:30-12:30  
Participant Fee: \$79  
Selection Verification: 10/17/07

### Taking Time for Making Time

July 27, 2007  
Chattanooga  
Nomination Deadline: 7/10/07  
Cancellation Deadline: 7/21/07

4126-0107  
Class Times: 8:30-12:30  
Participant Fee: \$175  
Selection Verification: 7/13/07

### Taking Time for Making Time

October 30, 2007  
Chattanooga  
Nomination Deadline: 10/13/07  
Cancellation Deadline: 10/24/07

4126-0112  
Class Times: 8:30-12:30  
Participant Fee: \$179  
Selection Verification: 10/16/07





# Training Announcement July—October 2007

State of Tennessee  
Department of Personnel  
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[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Johnson City

### 3 T's of Communication

July 6, 2007  
Johnson City  
Nomination Deadline: 6/19/07  
Cancellation Deadline: 6/30/07

4128-0089  
Class Times: 8:30-12:30  
Participant Fee: \$115  
Selection Verification: 6/22/07

### Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment

September 17, 2007  
Johnson City  
Nomination Deadline: 8/31/07  
Cancellation Deadline: 9/11/07

3077-0473

Class Times: 8:30-4:00  
Participant Fee: \$118  
Selection Verification: 9/3/07

### Advanced Lifestyle Planning

August 29, 2007  
Johnson City  
Nomination Deadline: 8/12/07  
Cancellation Deadline: 8/23/07

4116-0230  
Class Times: 8:30-4:00  
Participant Fee: \$132  
Selection Verification: 8/15/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

July 10, 2007  
Johnson City  
Nomination Deadline: 6/23/07  
Cancellation Deadline: 7/4/07

5044-1156

Class Times: 8:30-12:30  
Participant Fee: \$74  
Selection Verification: 6/26/07

### Dealing With Difficult People

July 9, 2007  
Johnson City  
Nomination Deadline: 6/22/07  
Cancellation Deadline: 7/3/07

1023-0402  
Class Times: 8:30-4:00  
Participant Fee: \$150  
Selection Verification: 6/25/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

October 17, 2007  
Johnson City  
Nomination Deadline: 9/30/07  
Cancellation Deadline: 10/11/07

5044-1200

Class Times: 8:30-12:30  
Participant Fee: \$79  
Selection Verification: 10/3/07

### Diversity: The Winning Balance

October 9, 2007  
Johnson City  
Nomination Deadline: 9/22/07  
Cancellation Deadline: 10/3/07

5001-0286  
Class Times: 8:30-4:00  
Participant Fee: \$125  
Selection Verification: 9/25/07

### Interviewing Techniques

September 11-12, 2007  
Johnson City  
Nomination Deadline: 8/25/07  
Cancellation Deadline: 9/5/07

3027-0208  
Class Times: 8:30-4:00 each day  
Participant Fee: \$234  
Selection Verification: 8/28/07

### Managing Performance 2

October 1-2, 2007  
Johnson City  
Nomination Deadline: 9/14/07  
Cancellation Deadline: 9/25/07

2039-0120  
Class Times: 8:30-4:00 each day  
Participant Fee: \$0  
Selection Verification: 9/17/07

### Organizational Policies and Practices

October 18-19, 2007  
Johnson City  
Nomination Deadline: 10/1/07  
Cancellation Deadline: 10/12/07

3085-0009  
Class Times: 8:30-4:00 & 8:30-11:30  
Participant Fee: \$0  
Selection Verification: 10/4/07

### Pre-Supervisory Leadership Development

October 29-30, 2007  
Johnson City  
Nomination Deadline: 10/12/07  
Cancellation Deadline: 10/23/07

2045-0016  
Class Times: 8:30-4:00 each day  
Participant Fee: \$241  
Selection Verification: 10/15/07



# Training Announcement July—October 2007

State of Tennessee  
Department of Personnel  
505 Deaderick Street  
James K. Polk Building, 1st Floor  
Nashville, TN 37243  
Phone: 615.741.3673 Fax: 615.532.0728  
[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Knoxville

### 3 T's of Communication

August 10, 2007

Knoxville

Nomination Deadline: 7/24/07

Cancellation Deadline: 8/4/07

4128-0091

Class Times: 8:30-12:30

Participant Fee: \$120

Selection Verification: 7/27/07

### Advanced Lifestyle Planning

October 1, 2007

Knoxville

Nomination Deadline: 9/14/07

Cancellation Deadline: 9/25/07

4116-0232

Class Times: 8:30-4:00

Participant Fee: \$132

Selection Verification: 9/17/07

### Customer Service: In Government!

August 7, 2007

Knoxville

Nomination Deadline: 7/21/07

Cancellation Deadline: 8/1/07

1037-0151

Class Times: 8:30-4:00

Participant Fee: \$143

Selection Verification: 7/24/07

### Effective Training Techniques

September 28, 2007

Knoxville

Nomination Deadline: 9/11/07

Cancellation Deadline: 9/22/07

4110-0146

Class Times: 8:30-4:00

Participant Fee: \$117

Selection Verification: 9/14/07

### Making Effective Presentations

August 8-9, 2007

Knoxville

Nomination Deadline: 7/22/07

Cancellation Deadline: 8/2/07

4102-0154

Class Times: 8:30-12:30 & 8:30-4:00

Participant Fee: \$194

Selection Verification: 7/25/07

### Managing Performance 2

September 13-14, 2007

Knoxville

Nomination Deadline: 8/27/07

Cancellation Deadline: 9/7/07

2039-0119

Class Times: 8:30-4:00 each day

Participant Fee: \$0

Selection Verification: 8/30/07

### Organizational Polices and Practices

August 22-23, 2007

Knoxville

Nomination Deadline: 8/5/07

Cancellation Deadline: 8/16/07

3085-0002

Class Times: 8:30-4:00 & 8:30-11:00

Participant Fee: \$0

Selection Verification: 8/8/07

### Pre-Supervisory Leadership Development

September 1-2, 2007

Knoxville

Nomination Deadline: 9/14/07

Cancellation Deadline: 9/25/07

2045-0013

Class Times: 8:30-4:00 each day

Participant Fee: \$241

Selection Verification: 9/17/07

### Respectful Workplace: A Manager's Guide to

#### Preventing Workplace Harassment

3077-0469

August 28, 2007

Knoxville

Nomination Deadline: 8/11/07

Cancellation Deadline: 8/22/07

Class Times: 8:30-4:00

Participant Fee: \$118

Selection Verification: 8/14/07

### Respectful Workplace: A Manager's Guide to

#### Preventing Workplace Harassment

3077-0476

October 23, 2007

Knoxville

Nomination Deadline: 10/6/07

Cancellation Deadline: 10/17/07

Class Times: 8:30-4:00

Participant Fee: \$118

Selection Verification: 10/9/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

5044-1197

September 7, 2007

Knoxville

Nomination Deadline: 8/21/07

Cancellation Deadline: 9/1/07

Class Times: 8:30-12:30

Participant Fee: \$79

Selection Verification: 8/24/07



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Nashville, TN 37243  
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[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Jackson

### 3 T's of Communication

4128-0092

August 22, 2007

Jackson

Nomination Deadline: 8/5/07

Cancellation Deadline: 8/16/07

Class Times: 8:30-12:30

Participant Fee: \$120

Selection Verification: 8/8/07

### Organizational Policies and Practices

3085-0003

August 23-24, 2007

Jackson

Nomination Deadline: 8/6/07

Cancellation Deadline: 8/17/07

Class Times: 8:30-4:00 & 8:30-11:30

Participant Fee: \$0

Selection Verification: 8/9/07

### Advanced Lifestyle Planning

4116-0233

October 3, 2007

Jackson

Nomination Deadline: 9/16/07

Cancellation Deadline: 9/27/07

Class Times: 8:30-4:00

Participant Fee: \$132

Selection Verification: 9/19/07

### Pre-Supervisory Leadership Development

2045-0014

October 15-16, 2007

Jackson

Nomination Deadline: 9/28/07

Cancellation Deadline: 10/9/07

Class Times: 8:30-4:00 each day

Participant Fee: \$241

Selection Verification: 10/1/07

### Dealing With Difficult People

1023-0403

September 17, 2007

Jackson

Nomination Deadline: 8/31/07

Cancellation Deadline: 9/11/07

Class Times: 8:30-4:00

Participant Fee: \$150

Selection Verification: 9/3/07

### Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment

3077-0451

July 18, 2007

Jackson

Nomination Deadline: 7/1/07

Cancellation Deadline: 7/12/07

Class Times: 8:30-4:00

Participant Fee: \$109

Selection Verification: 7/4/07

### Diversity: The Winning Balance

5001-0282

July 25, 2007

Jackson

Nomination Deadline: 7/8/07

Cancellation Deadline: 7/19/07

Class Times: 8:30-4:00

Participant Fee: \$120

Selection Verification: 7/11/07

### Respectful Workplace: A Manager's Guide to Preventing Workplace Harassment

3077-0472

September 14, 2007

Jackson

Nomination Deadline: 8/28/07

Cancellation Deadline: 9/8/07

Class Times: 8:30-4:00

Participant Fee: \$118

Selection Verification: 8/31/07

### Effective Training Techniques

4110-0144

August 10, 2007

Jackson

Nomination Deadline: 7/24/07

Cancellation Deadline: 8/4/07

Class Times: 8:30-4:00

Participant Fee: \$117

Selection Verification: 7/27/07

### Respectful Workplace: A Staff Guide to Preventing Workplace Harassment

5044-1199

October 9, 2007

Jackson

Nomination Deadline: 9/22/07

Cancellation Deadline: 10/3/07

Class Times: 8:30-12:30

Participant Fee: \$79

Selection Verification: 9/25/07

### Making Effective Presentations

4102-0156

October 17-28, 2007

Jackson

Nomination Deadline: 9/30/07

Cancellation Deadline: 10/11/07

Class Times: 8:30-12:30 & 8:30-4:00

Participant Fee: \$194

Selection Verification: 10/3/07

### Managing Performance 2

2039-0106

July 26-27, 2007

Jackson

Nomination Deadline: 7/9/07

Cancellation Deadline: 7/20/07

Class Times: 8:30-4:00 each day

Participant Fee: \$0

Selection Verification: 7/12/07

### Strategies for Stress Management

4037-0340

July 17, 2007

Jackson

Nomination Deadline: 6/30/07

Cancellation Deadline: 7/11/07

Class Times: 8:30-4:00

Participant Fee: \$10

Selection Verification: 7/3/07

### Managing Performance 2

2039-0117

September 17-18, 2007

Jackson

Nomination Deadline: 9/1/07

Cancellation Deadline: 9/12/07

Class Times: 8:30-4:00 each day

Participant Fee: \$0

Selection Verification: 9/4/07





# Training Announcement July—October 2007

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Department of Personnel  
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James K. Polk Building, 1st Floor  
Nashville, TN 37243  
Phone: 615.741.3673 Fax: 615.532.0728  
[www.state.tn.us/personnel/training](http://www.state.tn.us/personnel/training)

## Memphis

### 3 T's of Communication

4128-0094

October 12, 2007

Memphis

Nomination Deadline: 9/25/07

Cancellation Deadline: 10/6/07

Class Times: 8:30-12:30

Participant Fee: \$120

Selection Verification: 9/28/07

### Organizational Policies and Practice

2035-0868

July 12-13, 2007

Memphis

Nomination Deadline: 6/25/07

Cancellation Deadline: 7/6/07

Class Times: 8:30-4:00 & 8:30-11:30

Participant Fee: \$0

Selection Verification: 6/28/07

### Advanced Lifestyle Planning

4116-0225

July 11, 2007

Memphis

Nomination Deadline: 6/24/07

Cancellation Deadline: 7/5/07

Class Times: 8:30-4:00

Participant Fee: \$125

Selection Verification: 6/27/07

### Organizational Policies and Practices

3085-0006

October 4-5, 2007

Memphis

Nomination Deadline: 9/17/07

Cancellation Deadline: 9/28/07

Class Times: 8:30-4:00 & 8:30-11:30

Participant Fee: \$0

Selection Verification: 9/20/07

### Advanced Lifestyle Planning

4116-0228

August 7, 2007

Memphis

Nomination Deadline: 7/21/07

Cancellation Deadline: 8/1/07

Class Times: 8:30-4:00

Participant Fee: \$132

Selection Verification: 7/24/07

### Pre-Supervisory Leadership Development

2045-0010

August 8-9, 2007

Memphis

Nomination Deadline: 7/22/07

Cancellation Deadline: 8/2/07

Class Times: 8:30-4:00 each day

Participant Fee: \$241

Selection Verification: 7/25/07

### Choices

2018-0375

August 13, 2007

Memphis

Nomination Deadline: 7/27/07

Cancellation Deadline: 8/7/07

Class Times: 8:30-4:00

Participant Fee: \$125

Selection Verification: 7/30/07

### Respectful Workplace: A Manager's Guide to

#### Preventing Workplace Harassment

3077-0474

September 20, 2007

Memphis

Nomination Deadline: 9/3/07

Cancellation Deadline: 9/14/07

Class Times: 8:30-4:00

Participant Fee: \$118

Selection Verification: 9/6/07

### Customer Service: In Government!

1037-0154

September 21, 2007

Memphis

Nomination Deadline: 9/4/07

Cancellation Deadline: 9/15/07

Class Times: 8:30-4:00

Participant Fee: \$143

Selection Verification: 9/7/07

### Respectful Workplace: A Staff Guide to Preventing

#### Workplace Harassment

5044-1195

August 16, 2007

Memphis

Nomination Deadline: 7/30/07

Cancellation Deadline: 8/10/07

Class Times: 8:30-12:30

Participant Fee: \$79

Selection Verification: 8/2/07

### Interviewing Techniques

3027-0211

October 10-11, 2007

Memphis

Nomination Deadline: 9/23/07

Cancellation Deadline: 10/4/07

Class Times: 8:30-4:00 each day

Participant Fee: \$234

Selection Verification: 9/26/07

### Taking Time for Making Time

4126-0108

July 27, 2007

Memphis

Nomination Deadline: 7/10/07

Cancellation Deadline: 7/21/07

Class Times: 8:30-12:30

Participant Fee: \$179

Selection Verification: 7/13/07

### Making Effective Presentations

4102-0153

July 9-10, 2007

Memphis

Nomination Deadline: 6/22/07

Cancellation Deadline: 7/3/07

Class Times: 8:30-12:30 & 8:30-4:00

Participant Fee: \$183

Selection Verification: 6/25/07

### Managing Performance 2

2039-0114

August 14-15, 2007

Memphis

Nomination Deadline: 7/29/07

Cancellation Deadline: 8/9/07

Class Times: 8:30-4:00 each day

Participant Fee: \$0

Selection Verification: 8/1/07

# ***COURSE DESCRIPTIONS***

## **3 T'S OF COMMUNICATION**

The workplace is moving at an ever faster pace. It was not *that* long ago that sending a “document” meant putting a paper document in an envelope and mailing it. You would be glad to get it returned within a week. Now we expect to send a document anywhere in the world in a matter of minutes, if not seconds.

The communication options we have today are so numerous! There is a bewildering array of communication methods and media. Which is “right?” Which is “best?” How will you know which to use and how best to use it?

This workshop will help you answer those questions.

Audience: Any employee

### **Objectives**

By the end of this course, participants will be able to:

- Define Efficiency and Effectiveness.
- List communication methods used by State government.
- Assess your needs and the needs of your audience to choose optimum communication methods.
- Conduct all forms of telephone communication in ways that promote positive images of your agency and the State.
- Use an efficient and effective format for messages, emails and other non-verbal communications.
- Make best use of shared calendars, folders and other electronic tools when available.
- Identify areas for further personal development.

## **ADVANCED LIFESTYLE PLANNING**

This program is designed for employees vested with the state who are 15 years or less from retirement. This course will help to analyze your current personal and financial situation and develop a career plan to secure your future. It will provide the knowledge needed to focus on health & financial goals and to construct a personalized action plan to continue the process of achieving these goals. Obtain information needed to make preparations or adjust existing plans for financial well-being now instead of waiting until retirement, with information on State Retirement, Insurance options and Social Security.

Audience: Vested Employees

### **Objectives**

By the end of this course, participants will be able to:

- Recognize and write values, goals and action steps
- Evaluate five building blocks of financial planning
- Review state offered benefits
- Identify specific legal issues in estate planning
- Prepare long-term plans for health and retirement

## CHOICES

**Choices** shows how an organization can reduce or eliminate EEO complaints and charges, enhance the skills of managerial and supervisory personnel, increase manager sensitivity to subtle forms of discrimination, meet affirmative action and EEO guidelines, boost morale, maintain a better public image, and retain its best employees.

Through the use of multi-media presentation and other visual aids, **Choices** examines subtle and not-so-subtle situations in the work environment, and helps managers and supervisors develop awareness and skills to bring out the best in each employee.

Audience: Supervisory

### Objectives

The program is designed to:

- Increase sensitivity to possible racial, ethnic, and gender prejudices.
- Encourage managers and supervisors to use job-related and objective criteria in evaluating qualifications and job performance.
- Support the efforts to provide development opportunity and job related feedback on a non-discriminatory basis.
- Ensure that management decisions are reviewed in the context of EEO/AA requirements.

## COMPLETING HARASSMENT INTAKE/REFERRAL FORMS - WBT

Completing Harassment Intake/Referral Forms provides supervisors, managers, and any department designee with the proper instruction on completing the Harassment Intake/Referral Forms successfully. Participants will learn how to recognize; how to respond to the questions of confidentiality and retaliation and the proper way to complete an Intake/Referral form.

Audience: All supervisors, managers, and/or department designees who are responsible for the Intake/Referral Process and the forms required for the process.

The course includes instruction on the following topics::

- Understanding Workplace Harassment
- Understanding the Issue of Confidentiality
- Understanding the Policy of Retaliation
- The Intake/Referral Process
- Completing the Intake/Referral Form

## CUSTOMER SERVICE: IN GOVERNMENT!

This workshop is designed to provide participants with the knowledge and skills required to deliver excellent customer service and consistently achieve high levels of customer satisfaction in a government setting.

Audience: Any Employee

### Objectives

By the end of this course, participants will be able to:

- Identify the relevant job, service, and customer knowledge needed to consistently deliver excellent customer service.
- Assess the importance of customer service from the customer's point of view.
- List the *seven sins of service*.
- Describe *SIPOC* and the internal, next-step customer.
- Identify the factors that influence customer satisfaction and dissatisfaction.
- Define the elements of appropriate customer communication.
- Identify the *customer touch points* where *moments of truth* occur.
- Apply the *five core steps to deliver excellent service*.

## DEALING WITH DIFFICULT PEOPLE

Conflict is something most of us prefer to avoid, but avoiding conflict is not the answer. How you manage conflict and control your emotions makes a powerful difference in the workplace, in your career, and in your personal life. You will find out how conflict can strengthen relationships, increase productivity, and renew enthusiasm when handled constructively. This course provides a positive, even optimistic, approach to managing anger, emotional tension, and confrontation.

Participants will complete a “Personal Profile Survey” to identify their behavioral style. Everyone has developed behavioral patterns, or distinct ways of thinking, feeling and acting. By understanding and identifying their behavioral style, participants have the opportunity to increase their personal effectiveness in a range of people situations.

Audience: Non-Supervisory

### Objectives

Upon completion of this course, participants will be able to:

- Recognize difficult people and explain why they display difficult behavior.
- Employ coping as an alternative to accepting or trying to change the difficult behavior.
- Use specific “how to’s” in coping with difficult people in the workplace.
- Practice interpersonal skills that create an environment where the people you work with are less defensive, more cooperative, and more open to your initiative.

## DIVERSITY: THE WINNING BALANCE

*A Winning Balance* will help participants explore personal attitudes towards differences, and how these attitudes affect interactions with others. It will also build the skills to become Diversity Change Agents in creating a work environment and organizational culture that furthers the development of each and every employee.

The course uses video and group exercises in a powerful exploration of workforce diversity and answers questions such as: What does diversity mean to me? Why should I care? How do my attitudes translate into behavior towards others? What is the cumulative impact of these behaviors on others as well as me? How does diversity affect our business? What can I do differently to create a more respectful work environment? Five dramatic segments explore the topic of diversity — on a very personal level.

Audience: Any Employee

### Objectives

Upon completion of this course, participants will be able to:

- Realize the impact that today’s changing demographics have on the workplace.
- Understand the connection between diversity and their organization’s present and future success.
- Recognize the important role they play in creating A Winning Balance, a workplace in which people of all cultures and backgrounds have a chance to succeed.
- Identify their personal attitudes and behaviors toward differences.
- Recognize how attitudes toward differences influence their interactions with others.
- Act as a Diversity Change Agent to create a respectful workplace.

## EFFECTIVE TRAINING TECHNIQUES

A trainer has a most challenging and rewarding job. The rewards come when your help and guidance enables a learner to do something better. The challenge lies in making it happen!

Of course, a trainer cannot make someone learn. Adults learn because they want to learn and when they see some personal benefit to investing the energy required to change their behavior. Therefore, successful training requires more than just standing in front of the group and telling them what they should know. This workshop will provide the knowledge and skills required to facilitate learning in a classroom environment.

Audience: Anyone who trains in a formal setting

### Objectives

Upon completion of this course, participants will be able to:

- Apply Adult Learning Principles and theory.
- Use involvement techniques.
- Define activities that are appropriate for different times of the training day.
- Choose the most appropriate techniques to handle a variety of participant problems in an effective manner.
- Choose appropriate training room arrangements in relation to the learning process.
- Prepare appropriate audio visuals to enhance the learning experience.
- Apply presentation skills and techniques for motivating learners.

## ENGLISH REVIEW, PART I

With advancing technology, employees are assuming more responsibility for grammatically correct business correspondence. This makes the English we use more important than ever before. This course will prepare the employee for today's business world.

This course provides a review of the basics of English grammar. Parts of speech, types of sentences, sentence style, choosing the right word, and punctuation are covered.

Audience: Any Employee

### Objectives

Upon completion of this course, participants will be able to:

- Correctly apply parts of speech, including adjectives, adverbs, gerunds, and so forth, to written and oral communications.
- Write and speak with correct subject-verb agreement.
- Correctly use nouns, pronouns, and verbs in written and oral communications.

## ENGLISH REVIEW, PART II

Employees participating in this program will have the opportunity to improve their ability to construct easily understood and grammatically correct sentences with proper spelling and punctuation.

The course will explore punctuation, spelling rules and vocabulary building for correct word usage. **English Review, Part II** builds on the material covered in **English Review I**.

Audience: Any Employee—Upon completion of English Review, Part I

### Objectives

- Upon completion of this course, participants will be able to:
- Identify and correctly apply punctuation marks.
- Choose the correct word for clarity and preciseness in written and oral communications.
- Use correct principles of English grammar in written and oral communications.



## IMPROVING PERSONAL PRODUCTIVITY

Would you like to have more time? Need to find a way to prioritize your work and quit putting things off? Are you constantly distracted by interruptions or having difficulty staying motivated with a particular situation? ***Improving Personal Productivity*** can help you with these common work problems and more.

**Audience:** Any Employee

### Objectives

- Participants will analyze their current work habits and identify areas for improvement; eliminating or changing nonproductive behaviors
- Discover tips and tools to successfully prioritize, handle interruptions, overcome procrastination, and keep themselves motivated in tough times.
- Develop action plans for improving their personal productivity., achieving higher levels of efficiency by applying new, more productive work habits.

## INTERVIEWING TECHNIQUES

One of the most important functions in State government is staffing. Interviewing skills are a necessary prerequisite for conducting objective interviews in the staffing function. ***Interviewing Techniques*** provides a uniform, transferable, and systematic approach to interviewing. Through video modeling, short lectures, and skill practice, participants learn a systematic approach to planning, conducting and evaluating effective interviews. Equal Opportunity, Affirmative Action, and ADA laws are specifically addressed in the course.

**Audience:** Supervisory

### Objectives

Upon completion of the course, participants will be able to:

- Plan an interview by following their own interviewing guide including the four dimensions and behavioral standards of performance for a specific job.
- Conduct an interview in accordance with legal requirements for asking only job-related questions.
- Conduct an interview to gather essential information through questioning techniques in a professional manner.
- Evaluate applicant's capacity based on valid job-related evidence.

## INVESTIGATIONS: DISCRIMINATION AND HARASSMENT CLAIMS

When faced with a harassment or discrimination complaint, an agency should respond promptly and thoroughly. If you are the person responsible for investigating such a claim, you need to know how to conduct an investigation that addresses the issues appropriately and that is sensitive to the rights of both the alleged victim and the accused. Participants will learn the basic legal foundation for harassment and discrimination claims and will apply that knowledge during this intensive and practical course.

**Audience:** Anyone responsible for investigating Intake Referral Forms

Using an interactive format, participants will learn how to:

- (1) take an initial complaint,
- (2) turn that information into an investigation plan,
- (3) interview parties involved in a claim, and
- (4) reduce the information gathered into an investigative memorandum.

## MAKING EFFECTIVE PRESENTATIONS

It is normal to be uncomfortable about speaking in front of a group of people. According to the author of “The Book of Lists,” 41% of 30,000 Americans interviewed said their greatest fear is speaking to a group. ***Making Effective Presentations*** provides ways to increase the ability to express ideas so that the speaker gains audience understanding “and support.

**Audience:** Anyone making formal presentations

### Objectives

- Upon completion of this course, participants will be able to:
- Gather and organize the presentation content.
- Use a preparation process to increase presentation quality.
- Deliver presentations with increased confidence.
- Learn the basic principles for providing effective feedback.
- Identify ways to reinforce effective performance.

## MANAGING PERFORMANCE<sub>2</sub>

***Managing Performance<sub>2</sub>*** is one of the initial courses offered to supervisors and managers as part of the Leadership Development Initiative. ***Managing Performance<sub>2</sub>*** is a two-day workshop that will provide supervisors and managers with the knowledge and skills necessary to effectively manage the performance of the employees who report to them.

**Audience:** Supervisors & Managers

### Participants will learn how to:

- Define performance.
- Identify the reasons why performance management is important.
- Review the basic principles of motivation.
- Recognize the role that a leader plays in fostering a positive work environment.
- Define the performance management cycle.
- Recognize the different opportunities for improving employee performance.
- Identify the steps for performance counseling.
- Use the performance counseling worksheet to prepare for and conduct a performance counseling discussion.

## NUMBER SKILLS<sup>2</sup>

The *Number Skills<sub>2</sub>* Workshop is an interactive learning experience on the skills and techniques for effectively working with numbers. The workshop is designed to make your job easier by improving your accuracy and speed in number-transfer operations. Whether you transfer numbers by computer or by hand, *Number Skills<sub>2</sub>* will train you to make fewer errors while you work faster.

**Audience:** Anyone whose daily tasks require accuracy in keying, transferring, recording or checking numbers.

By participating in *Number Skills<sub>2</sub>*, you will learn how to:

- See numbers faster
- Remember numbers more accurately
- Transfer numbers from one document to another with fewer errors
- Use skills to make letter and digit handling faster and more efficient.

Participants will complete a pre-test to gain an accurate picture of their progress in the workshop. Previous participants have seen a reduction in errors by over 50%, number perception increase in speed by 20%, build up to twelve digits in number retention and build up in groups of three in number patterns.

## **ORGANIZATIONAL POLICIES AND PRACTICES**

Organizational Policies & Practices for Managers and Organizational Policies & Practices for Supervisors, both initial courses offered as part of the Leadership Development Initiative, have been combined into one course: Organizational Policies & Practices. All supervisors and managers are eligible to attend this course. The Employee Development Division recommends that participants take Organizational Policies and Practices prior to the course Managing Performance<sup>2</sup>. This sequencing will enable participants to understand more fully the relationship between the two courses.

Audience: Supervisors & Managers

Participants will learn and understand:

- The role of managers, supervisors and employees and how each role is similar and different.
- How to supervise and manage responsibly under applicable Federal, State and local laws and policies.
- The organization and key provisions of the Department of Personnel Rules.
- A systematic approach to managing the performance of employees.

## **PERFORMANCE EVALUATION**

Performance Evaluation was designed to assist supervisors and managers in carrying out their responsibilities within the State's Performance Evaluation Program. This course is newly redesigned and is available through the Department of Personnel's E-learning Center. The modules included in the course are:

Audience: All supervisors and managers who have not completed the "Mechanics of Performance Evaluation" and are responsible for rating or reviewing the performance of employees.

- Performance Evaluation is important.
- Performance Evaluation rules, systems and forms.
- Performance Evaluation cycles.
- Developing a job performance plan.
- Principles of giving constructive feedback.
- Completing an interim review.
- Coaching during an evaluation cycle.
- Completing the formal evaluation.
- Using specialized forms for Performance Evaluation.
- Other performance management and evaluation considerations.

## PLAIN LANGUAGE WRITING

The traditional way of writing government documents often means the reader can't understand the intended message. This can lead to customer dissatisfaction and even more serious negative consequences to the agency and to our customers. Studies show that clearly written regulations, official letters, and memos improve compliance and decrease litigation, complaints, etc. Writing that considers our reader's needs improves the relationship between government and the public it serves and our internal customers. Clear writing reduces this burden on the public. It also reduces our burden because we don't have to deal with the consequences of unclear communication. This course is designed to provide you with appropriate writing solutions.

**Audience:** Any Employee

### Objectives

- This course is designed to increase the employee's knowledge and ability to use the ***Plain Language Writing*** methodology in their job related writing. Upon completion of this course participants will be able to:
- Follow the four step Plain Language Writing process
  - Involve your reader
  - Write clearly
  - Organize to meet reader needs
  - Create visual appeal
- Apply ***Plain Language Writing*** techniques for involving readers in their writing.
- Choose the appropriate ***Plain Language Writing*** techniques for improving the clarity of their writing.
- Use ***Plain Language Writing*** methods for organizing their writing.
- Follow ***Plain Language Writing*** guidelines for enhancing the visual appeal of their writing.

## PRE-SUPERVISORY LEADERSHIP DEVELOPMENT

Change is evident in all aspects of the workplace including the workforce. Effective leadership is an integral part of state government. Professional training and workforce development opportunities are the key to one's success as an effective supervisor. Any employee of state government can develop their potential as a supervisor by attending this course. This course provides an overview of supervisory concepts and fundamental skill application designed to prepare employees for the transition to supervisor. Taking on the role of supervisor requires a change in mindset and skill set. The content emphasis of this two-day training is developing foundational skills in leadership, motivation, communication, and ethics. Equipping employees with the proper skills is critical in this day of rapid development and change.

**Audience:** Employees who seek to develop a Supervisory Leadership Skill set

### Course Objectives:

- Explore concepts of effective leadership and recognize the different leadership approaches.
- Provide foundational concepts in pre-supervisory development focused on critical leadership components.
- Apply practical leadership skills, methods, and techniques to the workplace.
- Enhance personal development in the areas of motivation, communication, and ethics.

## PROJECT MANAGEMENT

This program is dedicated to those who are meeting the challenges of working across organizational boundaries to manage a project. This has become increasingly necessary in today's flatter organizations and in organizations that are creating project teams to improve customer service, quality and or productivity.

The overall purpose of this program is to assist in developing the competencies required to effectively manage a project team, establish clarity of project goals, specify required resources, execute the plan and evaluate the outcome.

**Audience:** All employees

### Objectives

- By the end of this course, participants will be able to:
- Describe phases of project management.
- Clarify the practices to be successful as a project manager.
- Transform project objectives into a work plan.
- Apply practical methodologies and tools to deliver projects on time, within budget and achieve the desired results.
- Assess the impact of your influence style on others and identify techniques and steps you can take to strengthen your working relationships.
- Manage the project throughout implementation and disengagement.
- Evaluate the outcome and document lessons learned.

## PROOFAMATICS2

Proofreading is not the same as normal reading. A good proofreader has found a means of looking at a text rather than reading it for content. The purpose of *Proofamatics2* is to share a method – a systematic and effective way of proofreading. Participants will learn how to look at a text for the specific purpose of discovering errors. They will learn how to use an efficient system for this task, without relying on the methods they use for normal reading.

Using a step-by-step procedure, *Proofamatics2* will strengthen proofreading skills in two ways:

- 1) physically, by developing the eye's ability to locate specific elements in a text,
- 2) cognitively, by providing practice in language skills.

The benefits of attending *Proofamatics2* include error-free written communications, increased productivity, reduced organizational costs due to rework, and enhanced professional performance.

**Audience:** Anyone who generates or processes written communications

While attending the *Proofamatics2* course participants will –

- Learn an effective proofreading system
- Learn to recognize errors quickly and accurately
- Improve concentration
- Review basic language skills – and receive a copy of the *Gregg Reference Manual*
- Reduce eye fatigue



## **RESPECTFUL WORKPLACE – A MANAGER’S GUIDE FOR PREVENTING WORKPLACE HARASSMENT**

While all state employees are responsible for creating a respectful workplace, much of the challenge for implementing the state’s new policy on Workplace Harassment will fall on managers and supervisors. What are harassing behaviors? What does a manager/supervisor do if they receive a complaint? How are complaints documented? What is retaliation? This course will provide the answers to these and many other questions managers and supervisors may have about Workplace Harassment.

**Audience: Supervisors/Managers**

### **Objectives**

By the end of this course, participants will be able to:

- Define protected classes.
- Define workplace harassment as set forth in the State’s Policy Statement on Workplace harassment.
- Describe the responsibilities and liabilities under the State’s Policy Statement and State and Federal law.
- Respond appropriately to harassing behaviors.
- Receive and correctly document initial workplace harassment complaints.
- Develop strategies for recognizing and preventing retaliation.
- Apply the State’s Policy Statement to your workplace.

## **RESPECTFUL WORKPLACE – A STAFF GUIDE FOR PREVENTING WORKPLACE HARASSMENT**

The state has developed a new policy regarding all forms of workplace harassment in accordance with Executive Order #13. This workshop will help employees understand what workplace harassment is, identify who is protected, and describe what an employee should do if he/she encounters harassing behavior in the workplace.

**Audience: Non Supervisory**

### **Objectives**

- By the end of this course, participants will be able to:
- Define protected classes.
- Define workplace harassment as set forth in the State’s Policy Statement on Workplace Harassment.
- Describe the responsibilities and liabilities under the State’s Policy Statement and State and Federal law.
- Recognize and avoid harassing behavior.
- Recognize and promote respectful behaviors.
- Apply the State’s Policy Statement to your workplace.

## **STRATEGIES FOR STRESS MANAGEMENT**

Stress is a part of everyone’s life. However, if we don’t manage our individual stress levels, serious physical and emotional problems can occur. This program is designed to help employees understand stress, its causes, how people react to stress and ways to cope with stress. Participants will leave the program with strategies and a personal action plan to effectively manage their stress.

### **Objectives**

- Upon completion of this course, participants will be able to:
- Define stress, stressors, distress, and eustress.
- Recognize the characteristics of stress and explain how it affects their lives.
- Measure individual stress in their situation, mind and body.
- Apply specific strategies for relieving situational stress, stress with the mind, and stress of the body.
- Use the “Stress-Sensor” Biofeedback Stress Management and Relaxation System.
- Use relaxation techniques to decrease individual stress levels.
- Develop an action plan for current and future management of stress.

## **TAKING TIME FOR MAKING TIME**

Organizing, prioritizing, managing time: these things seem to come naturally to some people. For most of us, though, it's not so easy. The demands of work, family and so much else make it easy for something to "fall through the cracks." And then, of course, we feel guilty for missing the event and resolve to do better next time. But good time management can be learned.

**Audience:** Any employee

### **Objectives**

- Upon completion of this course, participants will be able to:
- Assess your time management strengths and identify areas for improvement.
- Define and describe your personal and organizational values.
- Write measurable and achievable goals and tasks.
- List the three essential elements of good organizational tools.
- Distinguish between what is important and what is merely urgent.
- Prioritize daily tasks and activities to achieve personal and organizational goals and objectives.
- Correctly enter and track appointments, commitments, tasks, activities and other events.
- File and retrieve data such as phone numbers, memos and other information.
- Apply specific techniques to avoid procrastination, minimize interruptions such as phone calls, manage information such as mail and email, and maximize personal productivity.

## **THE UNTAPPED RESOURCE: ADA AND YOU**

This training program on the Americans with Disabilities Act was designed with the goal of explaining the legal aspects and structure of the Act along with its impact on state government. Another keen focus of the program is on how to conduct interviews and make employment decisions in accordance with the ADA. This program covers these areas as well as guidelines on disability etiquette.

Through the use of a multi-media presentation, the program offers practical guidelines on how to recognize and use effective interviewing strategies and etiquette when interacting with applicants or employees with disabilities.

**Audience:** ADA coordinators, managers, supervisors, EEO/AA Officers, Personnel Officers, Employee Relations Officers, Training Coordinators, and other individuals who make workplace decisions and recommendations.

### **Objectives**

- Upon completion of this course, participants will be able to:
- Define "disability" as used in the ADA and explain its impact on State government as well as identify those agencies and organizations that have enforcement of the law.
- Use words with dignity to describe and interact with persons with disabilities.
- Identify the guidelines critical throughout the hiring process for compliance with the ADA.
- Define accommodation in the context of the ADA.
- Help a new employee with a disability become a member of the team and more efficient.